



Southfield, City of (MI)

Public Safety Technician- 911 Dispatcher

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|---------------------|------------------------------------|---------------------|----------------|
| SALARY | \$47,056.00 - \$64,815.00 Annually | LOCATION | Southfield, MI |
| JOB TYPE | Career Full-Time | JOB NUMBER | 202200009 |
| DEPARTMENT | Police Civilian | OPENING DATE | 01/03/2024 |
| CLOSING DATE | Continuous | | |

Description

Please check your email inbox, spam and junk folders for important communication regarding your hiring status. If you unsubscribe from emails, you will not receive notices to schedule interviews and testing.

The selection process will include the completion of a City of Southfield application, a review of the applicant's qualifications, driving record and criminal history check, a **mandatory written examination (3 hours)**, and an oral board interview. Selected candidates will be subject to a level 4 background investigation, and must successfully pass a psychological evaluation and physical exam prior to employment. Each step of the process must be passed before the applicant will be moved to the next step.

CLASSIFICATION: PST/911 Dispatcher - Southfield Police Department

Salary: \$47,056 - \$64,815; plus \$1.50 per hour for every hour worked as a Dispatcher

Excellent benefit package, including medical, dental, vision, retirement, holidays, vacation, and more. Uniforms provided.

Lateral Pay: Candidates with current or prior work experience as a 9-1-1 Dispatcher will be considered for additional compensation up to \$55,935 based on current certifications, qualifications, and length of service.

****Southfield Dispatch is a 24-hour, 7-day a week operation including nights, weekends, and holidays. You will be required to work overtime, even mandatory overtime and must have flexibility/availability for emergency call back or overtime.*****

Representative Job Duties

- ◆ Receive and prioritize incoming emergency and non-emergency calls, complaints, and inquiries from the public.
- ◆ Evaluate the information and dispatch police, fire, and emergency medical assistance.
- ◆ Perform crisis intervention with distraught callers when necessary.
- ◆ Use good judgment and common sense in making decisions and maintain composure during extremely stressful situations.
- ◆ Operate communications equipment including computers, radios, and telephones.

- Full-time shift work--including days, afternoons, midnights, weekends, and holidays.
- Mandatory unscheduled overtime may be required, depending on staffing.
- Performs other duties as assigned.

Job Requirements - As Determined By the City Of Southfield

*****Southfield Dispatch is a 24-hour, 7-day a week operation including nights, weekends, and holidays. You will be required to work overtime, even mandatory overtime and must have flexibility/availability for emergency call back or overtime.*****

- High school diploma or equivalent.
- One (1) year of relevant work experience serving the public or in a high volume call center environment. *Prefer* previous experience at a 9-1-1 communications center; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.
- Possess voice, speech characteristics (e.g. tone and diction), language and communication skills suitable for telephone and radio operations.
- Current expertise or ability to learn to operate Computer Aided Dispatch (CAD) system and other office equipment.
- *Prefer* candidates with the ability to type 30 w.p.m.
- Must be able to read and interpret maps.
- Valid driver's license and must meet the City of Southfield driving record standards.
- Must have NO felony convictions and no record of serious misdemeanor convictions.

Supplemental Information

The selection process will include the completion of a City of Southfield application, a review of the applicant's qualifications, driving record and criminal history check, a written examination, and an oral board interview. Selected candidates will be subject to an extensive background investigation, and must successfully pass a psychological evaluation and physical exam prior to employment. Each step of the process must be passed before the applicant will be moved to the next step.

Applicants who meet the minimum requirements will be notified by email to attend an orientation and testing. Applicants must maintain all minimum requirements and certifications while waiting for consideration for employment. Names of the successful candidates will remain eligible for consideration for nine months from placement on the eligibility list.

This announcement is only a summary of the position, its duties, job requirements, and compensation. Further information is available from the Human Resources Department. The City of Southfield does not discriminate in its employment or any other programs or activities on the basis of sex, race, color, age, height, weight, marital status, national origin, religion, arrest record, physical or mental disability, family status, sexual orientation, gender identity or any other protected category. We provide reasonable accommodation for qualified individuals with a disability if requested.

Individuals with special needs who may require assistance with the application process should contact the Human Resources Department at (248) 796-4700 or hrsupport@cityofsouthfield.com if auxiliary aids or services are needed. Reasonable advance notice is required.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V/H, DRUG-FREE WORKPLACE

Agency

Southfield, City of (MI)

Address

26000 Evergreen Road

Southfield, Michigan, 48075

Website

<http://www.cityofsouthfield.com>

Phone

248-796-4700

Public Safety Technician- 911 Dispatcher Supplemental Questionnaire

QUESTION 1

Describe your experience, including number of years, as a Public Safety Dispatcher

QUESTION 2

Describe your experience, including number of years, in the military (DD214 required) and how it relates to a public safety dispatch position.

QUESTION 3

Describe your experience, including number of years, providing emergency service response (either public or private)

QUESTION 4

Describe your experience, including number of years, of employment in a public safety environment and how it relates to a public safety dispatch position.

QUESTION 5

Describe your experience, including number of years, performing heavy customer service consisting of a combination of telephone traffic and computer input (example: call center, answering service, entering data into computer while questioning caller for information).

QUESTION 6

Describe your experience in the 9-1-1 Dispatch Academy. Include completion date.

QUESTION 7

Describe your experience, including number of years, of related experience not identified above, that you believe to be relevant to the position.

* Required Question